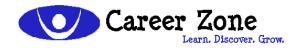## *Performance Based Organization Focus Areas*

The Career Zone service offerings are organized by "Skill Tracks" that represent the skill areas in which staff has expressed an interest and the organization has a need. By categorizing these offerings according to their learning outcome, staff is better able to identify offerings that meet their professional development objectives. The following table provides a description of each Skill Track's applicability to SFA's Performance Based Organization goals.

Skill Track	PBO Focus Area Description
Business of SFA	The *Business of SFA* skill track involves service offerings that further understanding of processes and requirements unique to the PBO (i.e., the budget process, building business cases). Service offerings address organizational mission, business objectives, and organizational performance measurement.
Career Management	The *Career Management* skill track focuses on providing career management and development services for SFA employees. Service offerings in this skill track support key competencies—knowledge, skills, abilities, and behaviors—that are vital to the accomplishments of SFA's performance objectives. These key competencies are endorsed through offerings that align with the individual's personal career development, training, and planning needs.
Communications	The *Communications* skill track assists SFA employees to communicate with multiple stakeholders in various environments. Courses from this skill track focus on developing written and oral techniques and effectively communicating ideas on behalf of SFA.
Project Management	The *Project Management* skill track provides training on how to manage projects and resources at SFA. Service offerings from this skill track concentrate on challenges associated with managing a work effort within the context of a Performance Based Organization's focus on outcomes and strategic business objectives.
Technology Literacy	The *Technology Literacy* skill track provides SFA employees with the skills and tools necessary to provide real time service to internal and external customers. This skill track focuses on the importance of using technology as a tool to link SFA's business strategy with its people and processes.
Indivudual Learning Support	The *Individual Learning Support* skill track offers services that staff can access for the individual's specific needs. It builds best people by recognizing and utilizing the expertise of those who have developed a deeper understanding of a specific topic, promotes point-of-need training through specialized individual course offerings, and encourages ownership for personal development. This skill track encourages a team culture where staff learns from each other and partners to fulfill organization goals.

Career Zone Service Offerings

The following service offerings will be offered at the Career Zone. Service offerings are categorized as either a *Learning Lab* or *Skill Exchange*. The Career Zone has selected the Learning Lab courses from best in business vendors to provide staff with opportunities to improve skills relevant to both their professional and personal life. In addition, The Career Zone has organized workshops, known as Skill Exchanges, in which an SFA staff member or operating partner with expertise in a certain area of interest shares skills with his/her peers.

	BUSINESS OF SFA
Course:	**Building a Business Case**
Learning Objectives:	❑ Understand the format and structure of an effective business case ❑ Develop strategies for addressing stakeholder expectations and receiving Investment Review Board approval
Course Content:	• Reviewing elements of a Business Case • Structuring and formatting a business case • Analyzing stakeholder needs • Examining best practices and examples of effective business cases
Format:	Skill Exchange
Facilitator/ Instructor:	Howard Weitzer, Accenture Jake Brody, Accenture
Delivery Plan:	The Skill Exchange is an interactive, workshop-style session that encourages a team culture where employees and operating partners learn from each other and partner to achieve results. Skills Exchanges provide SFA professionals with a forum for sharing their expertise in a variety of topic areas that are of interest to individuals throughout the organization. Facilitators are "experts" in the topic area and are provided with an informal venue to easily share knowledge and experience from their job with peers. At the end of the session, participants are given a "take-away" to have as reference so that they can incorporate the knowledge and skills gained in their daily work.
Schedule:	Half-day course
Course:	**The Budget Process**
Learning Objectives:	❑ Understand the SFA budget process ❑ Understand how projects are selected and funds are allocated ❑ Provide overview of how to manage a dynamic budget
Course Content:	• Understanding the SFA budget allocation process: from Congress to SFA • Selecting projects • Adjusting the budget (i.e., Continuing Resolutions) • Discussing current Government Regulations, laws, etc.

Format:	Skill Exchange
Facilitator/ Instructor:	Mary Grace Lintz, SFA, CFO Office
Delivery Plan:	The Skill Exchange is an interactive, workshop-style session that encourages a team culture where employees and operating partners learn from each other and partner to achieve results. Skills Exchanges provide SFA professionals with a forum for sharing their expertise in a variety of topic areas that are of interest to individuals throughout the organization. Facilitators are "experts" in the topic area and are provided with an informal venue to easily share knowledge and experience from their job with peers. At the end of the session, participants are given a "take-away" to have as reference so that they can incorporate the knowledge and skills gained in their daily work.
Schedule:	Half-day course

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CAREER MANAGEMENT

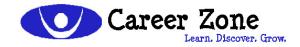| Course:	Time Management
Learning Objectives:	❑ Create a healthy balance between personal and professional development ❑ Increase personal performance level ❑ Reduce stress and gain more confidence in ability to get things done ❑ Organize and access critical information
Course Content:	• Understanding Time Management • Understanding Planning • Setting Priorities • Determining and evaluating values, roles, and mission statements • Planning gong-range goals and milestones • Planning Weekly, Monthly, Yearly • Measuring Success
Format:	Learning Lab
Facilitator/ Instructor:	Franklin Covey
Delivery Plan:	Participants complete questionnaires before attending the course. The questionnaires serve as a baseline for participant's current time management effectiveness. During the classroom based interactive training session, the facilitator utilizes the completed questionnaires as an indicator of each individual's time management style.
Schedule:	One-day course
Course:	Planning for Retirement
Learning Objectives:	❑ Provide SFA employees with an overview of benefits available to them in retirement ❑ Offer retirement planning strategies specific to federal government employees, including both fiscal and personal wellness planning
Course Content:	• Understanding Federal Retirement and Social Security Benefits • Reviewing the components of TSP, FEGLI, FEHB, and Medicare • Planning for taxes and financials • Practicing lifetime Fitness and Health • Planning an estate Planning • Living life after retirement and second careers
Facilitator/ Instructor:	To be determined
Format:	Learning Lab
Delivery Plan:	Courses are lead by subject matter expert speakers for each course topic. The speakers use case studies, interactive exercises, lecture, and class

	quizzes. Question and answer periods conclude each topic area. All materials used in the topic presentations are written by the speakers and are continually updated to reflect changes in legislation, tax laws, etc.
Schedule:	Three full-day sessions.

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COMMUNICATIONS

Course:	**Presentation Skills for the Occasional Presenter**
Learning Objectives:	❑ Develop strategies for those who, while training is not their primary job, still find themselves presenting to large groups and smaller teams ❑ Develop a better comfort level with public presentations
Course Content:	• Creating a meaningful presentation • Polishing verbal and nonverbal skills as a presenter • Understanding and managing your audience • Keeping your presentation from becoming boring
Format:	Learning Lab
Facilitator/ Instructor:	Jeff Kober, Public Strategies Group
Delivery Plan:	TBD
Schedule:	Half-day course
Course:	**Storyboarding**
Learning Objectives:	❑ Develop strategies in graphical brainstorming ❑ Learn effective recording styles ❑ Develop facilitation skills in vision planning and presenting
Course Content:	• Defining Storyboarding and its uses • Developing a storyboard • Facilitating a vision planning session • Presenting a completed storyboard and obtaining feedback
Format:	Skill Exchange
Facilitator/ Instructor:	Jeff Kober, Public Strategies Group
Delivery Plan:	The Skill Exchange is an interactive, workshop-style session that encourages a team culture where employees, government and contractor, learn from each other and partner to achieve results. Skills Exchanges provide SFA professionals with a forum for sharing their expertise in a variety of topic areas that are of interest to individuals throughout the organization. Facilitators are "experts" in the topic area and are provided with an informal venue to easily share knowledge and experience from their job with peers. At the end of the session, participants are given a "take-away" to have as reference so that they can incorporate the knowledge and skills gained in their daily work.
Schedule:	Half-day course
Course:	**Plain Language**
Learning Objectives:	❑ Organize information effectively ❑ Practice techniques to write simply and effectively

Course Content:	• Using plain language to create effective communications • Avoiding generating epistles in which the writer confuses various audiences and/or readers by utilizing a government-style lexicon • Learning to use plain language and everyday words to create more effective communications
Format:	Skill Exchange
Facilitator/ Instructor:	Lisa Cain, SFA Communications
Delivery Plan:	The Skill Exchange is an interactive, workshop-style session that encourages a team culture where employees and operating partners learn from each other and partner to achieve results. Skills Exchanges provide SFA professionals with a forum for sharing their expertise in a variety of topic areas that are of interest to individuals throughout the organization. Facilitators are "experts" in the topic area and are provided with an informal venue to easily share knowledge and experience from their job with peers. At the end of the session, participants are given a "take-away" to have as reference so that they can incorporate the knowledge and skills gained in their daily work.
Schedule:	Half-day course
Course:	**Sign Language**
Learning Objectives:	❑ Develop a familiarity of basic conversational signs ❑ Understand culture of deaf community ❑ Practice sign language techniques
Course Content:	**WORKSHOP 1** Learning Basic Fingerspelling Learning Basic Conversational Signs Discussing Culture - Getting Attention Practicing **WORKSHOP 2** Reviewing Fingerspelling and Conversational Signs Learning Work Place Signs Discussing Culture - Assistive Devises Practicing **WORKSHOP 3** Reviewing Fingerspelling, Conversational Signs, and Work Place Signs Learning Food Signs Discussing Culture - field questions based on what the audience is interested in Practicing Discussing how and where to learn more
Format:	Skill Exchange
Facilitator/ Instructor:	Kristine Eelkama, Accenture John Olumoya, SFA

Delivery Plan:	The Skill Exchange is an interactive, workshop-style session that encourages a team culture where employees and operating partners learn from each other and partner to achieve results. Skills Exchanges provide SFA professionals with a forum for sharing their expertise in a variety of topic areas that are of interest to individuals throughout the organization. Facilitators are "experts" in the topic area and are provided with an informal venue to easily share knowledge and experience from their job with peers. At the end of the session, participants are given a "take-away" to have as reference so that they can incorporate the knowledge and skills gained in their daily work.
Schedule:	Three half-day courses.

PROJECT MANAGEMENT

Course:	Project Management
Learning Objectives:	❑ Manage projects that are strategically linked to SFA's mission, vision, and values ❑ Utilize a project management framework that is applicable to the entire team ❑ Identify and avoid projects that fail ❑ Understand and deliver projects that meet stakeholders needs ❑ Lead people on a project and manage resources within a project ❑ Use effective project management tools consistently
Course Content:	• Discussing the beginnings of a project with the end in mind • Determining stakeholder needs and using project initiation tools • Identifying and managing hotspots • Understanding Work Breakdown Structure (WBS) • Identifying needed resources • Using a project timetable • Learning how to manage a project with other daily or monthly work • Evaluating Project outcomes
Format:	Learning Lab
Facilitator/ Instructor:	Franklin Covey
Delivery Plan:	Project Management Courses are classroom-based interactive sessions. A facilitator walks the participants through a mock project from start up to completion. Participants learn the key principles in project management using the mock project as a guide. The facilitator engages the participants through structured activities and feedback discussions.
Schedule:	Two full day sessions.

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TECHNOLOGY LITERACY

Course:	Navigating the Internet
Learning Objectives:	❑ Understanding of the overall hardware and software requirements for internet use ❑ Review internet search engines, search techniques and search syntax ❑ Use of internet procedures, techniques and hardware and software requirements for downloading a variety of file types
Course Content:	• Connecting to the internet • Evaluating browser features and issues • Using internet search engines • Collecting Information • Reviewing what the informed Internet user needs to know • Accessing and downloading hardware and software requirements for print, sound, and video data
Format:	Learning Lab
Facilitator/ Instructor:	DataEast
Delivery Plan:	The course is lead by a facilitator who guides participants through a formal introduction to the internet. Each participant uses his/her computer to complete the assigned tasks. The sessions are classroom-based, interactive sessions.
Schedule:	One-day course.

Addendum

Additional Management Development Service Offerings

The Career Zone is in the process of securing additional courses to add to its initial service offerings. The Service Offerings will be catered to SFA managers and senior professionals within SFA. The Office of Contracts and Acquisition is currently reviewing the draft task order for these courses and once approved, the Career Zone will issue a Request for Proposal to produce those training opportunities.

	Proposed Courses
	Maximizing Productivity
	Meeting Facilitation
	Presentation Skills for Leaders

Career Zone Course Calendar

The attached Career Zone Course Calendar provides an overview of the service offerings and major milestones for Career Zone through July 2002. Please note that the proposed calendar is contingent on course procurement and dates are subject to change.